

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

June 10, 2025

FROM

ANDREW GOLDFRACH, ARMC Chief Executive Officer, Arrowhead Regional Medical Center

SUBJECT

Contract with Optimum Healthcare IT, LLC for ServiceNow Software Subscription Services, Training, and Support

RECOMMENDATION(S)

1. Approve **Contract No. 25-354** with Optimum Healthcare IT, LLC, to provide ServiceNow Software Platform subscription services, training, and support in the amount of \$8,485,890, for the period of June 16, 2025 through June 15, 2030.
2. Authorize the ARMC Chief Executive Officer to sign non-financial amendments to the Statement of Work, subject to review by County Counsel, so long as such documents do not increase the total contract amount or modify the term.
3. Direct the ARMC Chief Executive Officer to transmit copies of all signed non-financial amendments to the Statement of Work, to the Clerk of the Board of Supervisors within 30 days of execution.

(Presenter: Andrew Goldfrach, ARMC Chief Executive Officer, 580-6150)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Provide for the Safety, Health and Social Service Needs of County Residents.

FINANCIAL IMPACT

Approval of this item will not result in the use of Discretionary General Funding (Net County Cost). The cost of \$8,485,890 is funded by State Medi-Cal, Federal Medicare, private insurances, and other departmental revenue. Funding sources may change in the future pending any legislative activity related to the repeal and/or replacement of the Affordable Care Act. Adequate appropriation and revenue have been included in the Arrowhead Regional Medical Center (ARMC) 2024-25 budget and will be included in future recommended budgets.

BACKGROUND INFORMATION

Approval of the Contract will enable ARMC to acquire and use the ServiceNow Software platform services, training, and support from Optimum Healthcare, IT, LLC (Optimum). ServiceNow provides ARMC with digital workflow solutions. Over the past five years, ARMC has successfully implemented and customized ServiceNow to enhance its operations. ServiceNow provides a platform for digitally transforming healthcare operations. It offers solutions across the continuum that help drive and deliver efficient clinical and patient care. The platform is optimized to meet ongoing security and privacy regulations, allowing users to efficiently handle clinician onboarding, electronic medical record (EMR) requests, device management, and pre-visit management in a single place.

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The ServiceNow software platform provides all of the necessary Help Desk and Change Management requirements and allows for accurate analytics and reporting on the infrastructure and services.

ARMC recommends approval of the contract to provide for the health and safety of ARMC patients by continuing to enhance organizational workflows within ServiceNow to boost operational efficiency by driving and delivering efficient clinical and patient care, maintaining compliance, enhancing control and transparency of information technology and patient care devices and facilitating informed strategic decisions at ARMC.

PROCUREMENT

On January 16, 2025 Request for Proposals No. ARMC125-ARMC-5708 (RFP) for ServiceNow was released through the County's Electronic Procurement (ePro) network. Four proposals were received in response to the RFP. Of the four proposals received, one was deemed unresponsive as the proposal did not include information requested in the RFP.

Evaluation of the proposals was completed by a committee comprised of representatives from Information Technology. Proposals were evaluated based on the criteria of qualification, experience, technical, cost, references and presentation. The evaluation committee determined that Optimum best met ARMC's needs and recommended them for a contract.

The company names and locations of all proposers who submitted a proposal in response to the RFP are provided below.

Proposer	Locations
Baseline IT Consulting	San Diego, CA
MoreDirect, Inc dba Connection	Boca Raton, FL
Optimum Healthcare IT, LLC	Jacksonville Beach, FL
TCI Group	Dallas, TX

On May 9, 2025, a tentative award letter was sent to Optimum Healthcare IT, LLC. On that same day, the unsuccessful agencies were notified in writing that they may protest the qualification review by submitting a formal protest letter to the Purchasing Department (Purchasing) within 10 calendar days of the non-selection letters. No protests were received.

Purchasing approves this procurement based on the formal, competitive solicitation referenced above.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Charles Phan, Supervising Deputy County Counsel, 387- 5455) on May 13, 2025; Purchasing (Veronica Pedace, Buyer III, 387-2464) on May 13, 2025; Innovation and Technology Department (Lynn Fyhrlund, Chief Information Officer, 388-5501) on May 16, 2025; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on May 16, 2025; Finance (Jenny Yang, Administrative Analyst, 387-4884) on May 20, 2025; and County Finance and Administration (Valerie Clay, Deputy Executive Officer, 387-5423) on May 20, 2025.

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San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Curt Hagman
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: June 10, 2025



cc: ARMC - Goldfrach w/agree
Contractor - c/o ARMC w/agree
File - w/agree
CCM 06/16/2025